

# American Employee Association General Manager

The American Embassy Employee Recreation Association (AEERA), Belgrade is a Not-for-Profit association working to benefit American employees of the US Embassy through provision of a range of services.

## Vacancy Notice

Job Title:	General Manager
Compensation:	Based on qualifications and experience
Work Hours:	Full Time, 40 hours/week
Closing Date:	August 30, 2014 - Interviews will begin Immediately, <a href="#">Apply Now</a>

## Main Responsibilities:

The General Manager (GM) is responsible to the general membership and the Board of Directors for all aspects of the Association's operations. The GM has overall administrative control over AEERA services, facilities and financial records, including the Commissary, Food Services programs, and recreational facilities. The GM's goal is to maintain a welcoming, American-style customer service oriented environment.

## Description of Duties:

- Develop and administer programs that implement the policies, operational procedures and directives of the Board of Directors. Provide the Board of Directors with monthly status reports, including income/loss statements, balance sheets and operational conditions and trends. Ensure the association has up to date insurance policies and that bonding requirements are met. Make recommendations to the Board on budgeting, purchases and profitability.
- Ensure, through application of sound and efficient managerial practices that the Association's members are provided with the best goods and services at reasonable cost and in the most expeditious manner. The area of management includes, but is not limited to, the commissary, food preparation and service, and recreational facilities such as the pool, gym and tennis courts.

- Oversee the daily operations of the facilities and assume operational responsibility for procurement, customs clearance, personnel, accounting and cash control, inventory and property management, and maintenance of the facilities. Analyze accounts to ensure appropriate accounting methods are being applied in cooperation with The Department of State's Office of Commissary and Recreation Affairs (OCR) and the annual auditor. Oversee the work of the finance staff and review monthly financial reports. Ensure the Board has full and accurate reports of income and expenditure. Control office expenditures to ensure the Commissary is operating in a fiscally sound manner. Approve all purchases and procurements and other expenses.
- Responsibly execute administration, forecasting, budgeting, and interacting with the membership.
- Supervise and delegate authority to AEERA employees for the successful and efficient operation of the Association. Ensure employees are in compliance with AEERA policies concerning employer-employee relations. Train employees in effective customer service and management techniques. Manage human resource activities, including scheduling and use of annual leave, new hire orientations, annual performance evaluations, and staff development and training programs. Coordinate with the Board of Directors on discipline and conduct issues.
- Perform spot checks of inventory and identify any deficiencies in day to day running.
- Create an American-style atmosphere focused on teamwork and build positive work environment for all employees.
- Coordinate AEERA events in conjunction with Community Liaison Office (CLO). Solicit new membership by reaching out to incoming employees via CLO Social Sponsor Program. Plan, organize, advertise and implement special events as required.
- Performing other related duties as may be assigned.

### **Minimum Qualifications**

- Two years minimum experience in a management position in the retail, hospitality and/or service industry.
- Knowledge and familiarity with U.S. lifestyle and customer service standards.
- Excellent computer skills in Word and Excel. Working knowledge of QuickBooks POS and Accounting software preferred.
- Must possess excellent communication and interpersonal skills to interact effectively and respectfully with local staff, board members and association members.

- 4/4 English language. Serbian language preferred, but not required.
- Driver's license & valid passport.
- Possession of or ability to obtain Serbian work and/or residency permits.
- University degree (Bachelors equivalent) in accounting, management, hospitality or related field is preferred.
- Offer contingent on passing a security background check.

#### **Employee Compensation Stipulations:**

- Local Insurance (employer and employee LSSS), Social Security, income tax or other required government payments are the responsibility of the employee.
- Employees hired under this position work for the AEERA in the U.S. Embassy, but are not U.S. Embassy employees. Employees fall under Serbian employment laws and are not covered under the U.S. Embassy Local Compensation Plan.
- The General Manager will participate in the AEERA profit sharing plan, and will be eligible for an annual bonus based on AEERA financial performance.

#### **How to Apply**

- Applicants are encouraged to submit materials as soon as possible as qualified applicants will be interviewed as applications are received. Only applicants meeting the minimum qualifications will be contacted.
- Please send application materials to the following E-mail address: [AEERAjobs@state.gov](mailto:AEERAjobs@state.gov)
- Applications MUST include the following materials. Incomplete applications will not be considered.
  1. CV or Résumé
  2. Letter of Interest or Cover Letter
  3. List of three (3) professional references (current and former employers)
  4. Copy of passport and proof of eligibility to obtain work and residency permits.
- Only applicants meeting the minimum qualifications will be contacted. Application materials will not be returned. AEERA discourages phone calls or personal visits.